



QAM 12010: CONTRACTOR ASSURANCE/LESSONS LEARNED PROGRAM AND PROCEDURES

Revision History

Author	Description of Change	Revision Date
Rafael Coll	QAM 12010 is a new chapter that incorporates OQBP Procedure #3903 into QAM as the first Quality Assurance chapter in a series bringing all QA activities under the ESH&Q Section. The chapter simplifies the process but does not change the spirit and intent of the lessons learned program under the DOE Order referenced in the chapter. Many of the appendices were removed as they are available from the DOE website.	July 2013

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1.0 INTRODUCTION

This chapter establishes the responsibilities and actions required to process and communicate lessons learned both within Fermilab as well as to appropriate Department of Energy (DOE) locations and is applicable to all products, services, processes, management systems, and projects at Fermilab.

2.0 CANCELLATION

This chapter cancels OQBP Procedure #3903 upon publication.

3.0 DEFINITIONS

Actions- Responses to lessons learned. Examples are:

- (1) Corrective actions in response to occurrence analysis
- (2) Preventive actions to preclude the recurrence of a negative event
- (3) Improvement actions based on good work practices or innovative approaches

Good Work Practice or Best Practice- A positive example of work processes with the potential to be the basis for significant operational improvements or cost savings.

Lesson Learned- A good work practice or innovative approach that is captured and shared to promote repeat application or an adverse work practice or experience that is captured and shared to prevent recurrence.

Operating Experience- Information that relates to the methods by which work is planned and conducted and an organization's missions are performed. Operating experience provides the basis for knowledge and understanding that fosters development of lessons learned and improvement of operational performance.

Subject Matter Expert (SME)- An individual with qualifications and experience in a particular field or work process; an individual who by education, training, and/or experience is a recognized expert on a particular subject, topic, or system.

4.0 RESPONSIBILITIES

4.1 Laboratory Director

- Approves the Operating Experience Program as part of Director's Policy No. 39.000, Assurance Program.

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- Holds senior staff accountable for implementation of and compliance with this document

4.2 ESH&Q Section Head

- Responsible for the development, implementation, assessment, and improvement of the Operating Experience Program.
- Coordinates all substantive changes to the Operating Experience Program. Provides support to other management and Management System Owners.
- Appoints the Operating Experience Program Coordinator.
- Ensures computer based systems provide access to lessons learned.

4.3 Division/Section/Center Heads or Management Systems Owners (MSO), and Project Managers

- Provide the necessary resources to implement this document in their areas of responsibility.
- Incorporate operating experience into organizational activities and processes.
- Include a self-assessment of the effectiveness of the organization's operating experience program as part of the annual organizational performance in Integrated Safety Management (ISM).

4.4 Operating Experience Program Coordinator

- Screens lessons learned and DOE operating experience summaries to identify operating experiences relevant to the organization.
- Disseminates lessons learned and operating experience summaries to the organization and Management Systems Owners within a specific Division/Section/Center, management system, or project to personnel for review, analysis, implementation of actions, and routine use, as applicable.
- Acts as an operating experience program point of contact for a management system or project.
- Determines the suitability of internally generated lessons learned for distribution to the DOE Lessons Learned Database.
- Uploads internal lessons to the DOE Lessons Learned Database as authorized by the COO.
- Screens lessons learned to identify potentially relevant operating-experiences.
- Acts as the point-of-contact for the DOE Corporate Operating Experience Program and the DOE Operating Experience Committee.

5.0 PROCEDURE

5.1 Lessons Learned Receipt

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- The Operating Experience Program Coordinator reviews all Lessons from both internal Fermilab sources and external DOE sources.
- If the lesson learned is internally generated, the originator enters the Lessons Learned into the Fermilab [Lessons Learned Database](#). (See Appendix 1 for field descriptions).
- If the lesson learned is externally generated, an email is sent from the DOE Lessons Learned Database to the Fermilab Operating Experience Program Coordinator.

5.2 Lessons Learned Screening

5.2.1 Initial screen for applicability of externally generated lessons

- The Operating Experience Coordinator determines the applicability to Fermilab operating activities and processes based on the guidelines in Appendix 2.
- If the Coordinator determines the lesson is not applicable to Fermilab, it is marked rejected and the process ends.
- If the Coordinator determines the lesson is applicable to Fermilab, it is marked accepted and forwarded to the MSO, SME or SSO and entered into I-Track. The Operating Experience Coordinator shall assign a person who will be responsible to complete the actions. Management system Owners are listed in Appendix 3

5.2.2 Initial screen for applicability of internally generated lessons:

- The Operating Experience Program Coordinator reviews the Fermilab lessons learned database weekly to identify and screen new internally generated lessons. The coordinator determines the applicability of these lessons to other DOE organizations.
- If the Coordinator determines the lesson is not applicable outside Fermilab, no further processing is necessary.
- The Coordinator forwards lessons deemed to be applicable to other DOE organizations to the COO for review and approval prior to upload to the DOE system.

5.3 External Communication

- After review and approval by the COO, the operating experience program coordinator enters Fermilab lessons learned information into the DOE Lessons Learned Database and submits. The lesson is then distributed by the DOE via email.
- All communications relative to external lessons received by Fermilab must be done by the Fermilab Operating Experience Program Coordinator.

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Note: Direct communications between a lesson user and the lesson contact may be made directly for the purpose of obtaining clarifying information relative to the lesson.

6.0 RECORDS

6.1 Records of Internal LLs

- Records are contained in the Lessons Learned Database.

6.2 Records of External LLs

Records of applicable external lessons are contained in the Fermilab Lessons Learned Database.

6.3 Review Cycle

This procedure shall be reviewed in accordance with schedules set for FESHM by the ESH&Q Section Head.

7.0 REFERENCES

[DOE- O- 210.2A, The DOE Corporate Experience Program dated April 2011](#)

[DOE-STD-7501-99, The DOE Standard on Corporate Lessons Learned Program](#)

8.0 TECHNICAL APPENDICES

8.1 Appendix 1: Lessons Learned Database Field Descriptions

Title.	Title of the lesson learned
Date	Date the lesson learned was issued
Identifier	Leave Blank. The identifier is generated by the database
Lessons Learned Statement	Statement that summarizes the lesson(s) that was learned from the activity.
Discussion of Activities	Brief description of the facts that resulted in the initiation of the lesson learned.
Analysis	Results of any analysis that was performed
Recommended Actions	A brief description of actions that were taken, or will be taken, in association with the lesson learned.
Estimated Savings/Cost Avoidance	An estimate of the cost savings or the costs avoided by prevention of a similar event
Estimated Savings/Cost Avoidance Justification	An analysis and explanation of the cost savings or cost avoidance estimated to be achieved
Priority Descriptor	A descriptive code of significance to the lesson. Options include Red/Urgent, Yellow/Caution, Blue/Information, Green/Good Work Practice
Work/Function(s)	The work or function(s) to which the lesson applies. Enter all that apply. See listing in DOE-STD-7501-99 The DOE Standard on Corporate Lessons Learned Program (See Section 7/Reference Section)
User-Defined Category	Space for organizations to include internal-use categories.
Risk(s)	Selection for types of risk:
Hazard(s) [Drop down Risk(s) submenu]	Hazards this lesson applies to
ISM Core Function(s)	ISM core functions to which this lesson applies.
Originator	Name of the originating individual and organization; can be a subcontractor.
Contact	Name and phone number of individual to contact for additional information
Keywords	Word(s) used to convey related concepts or topics stated in the lesson.
References	References such as DOE Orders, Programs (e.g., Standards/Requirements Identification Document program), Standards, Occurrence Report numbers, etc.

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8.2 Appendix 2: Screening Criteria

- Does Fermilab perform work affecting facilities that utilize the same equipment (safety, production, monitoring, etc.) described in the document being screened?
- Does Fermilab perform work affecting facilities that employ the same designs described in the document being screened?
- Does Fermilab utilize an administrative or management control system similar to that described in the document being screened?
- Does Fermilab perform work affecting facilities that use, store, or produce the same or similar chemicals/products described in the document being screened?
- Are the same activities or operations described in the document being performed by Fermilab?
- Does Fermilab implement the same regulations/codes/standards described in the document being screened?
- Is there the opportunity for a similar problem or situation to affect Fermilab work?



8.3 Appendix 3: Management System Contacts

Management System	Contact
Corporate Governance	FRA Board Representative
Stakeholder Relations	Laboratory Director
Performance Planning	Head of Integrated Planning & Performance Management
Science	Chief Research Officer
Finance	Chief Financial Officer
Business Operations	Chief Operating Officer
Engineering	Associate Lab Director For Accelerators
Information Technology	Associate Lab Director For Computing/CIO
Communications	Head of Office of Communication
Quality	Fermilab Quality Assurance Manager
Environment, Safety and Health	ESH&Q Section Head, Appropriate SSO
Physical Security	BSS Security Department Head
Cyber Security	Office of CIO, Governance, Computer Security